

LEAD CUSTOMER SERVICE REPRESENTATIVE

DISTINGUISHING FEATURES

The fundamental reason the Lead Customer Service Representative exists is to Perform a wide variety of specialized lead worker duties involving reconciliation's, preparing statistical reports, distributing and monitoring workloads of Customer Service Representatives in the Customer Service Division. This classification is not supervisory. Work is performed under general supervision by a Customer Service Manager. The Lead Customer Service Representative is distinguished from the Customer Service Representative by the performance of more complex work assignments and lead responsibilities.

ESSENTIAL FUNCTIONS

Acts as a technical support lead worker in the areas of Utility Billing, Tax & License and Remittance Processing. As a lead worker helps all members of the team accomplish goals of the unit.

Prepares statistical reports on a daily, monthly and quarterly basis.

Trouble shoots production problems on older systems.

Distributes daily work to Customer Service Representatives.

Assists staff and customers with licensing and billing questions.

Schedules and initiates daily running of computerized system runs for Tax and License.

Assists in training staff on policies, procedures and systems.

Monitors workload of Customer Service Representatives to assist the manager in work assignments.

Becomes acting manager when the manager is out of the office.

MINIMUM QUALIFICATIONS

Knowledge, Skills, and Abilities

Knowledge of:

Laws, ordinances, codes, and city policy regarding customer service functions.

Computerized billing systems including specialized software applications.

Policies and procedures for residential and commercial billing processes.

Tax and licensing provisions of the City, state and other appropriate licensure requirements.

Ability to:

Make simple arithmetic calculations.

Comprehend and make inferences from written material and verbal and/or written instructions.

Operate a personal computer, a variety of computer software, and other equipment essential to performing daily activities that requires continuous and repetitive eye and arm or hand movement.

Establish and maintain effective working relationships with City employees at all levels.

Communicate effectively, both orally and in writing, with all levels of City staff and the general public.

Provide lead supervision to subordinate staff including assigning work, reviewing work for accuracy and completeness, and answering questions concerning work procedures and day-to-day problems.
Maintain regular consistent attendance and punctuality.

Education & Experience

Any combination of education and experience equivalent to a minimum of two years recent and responsible experience as a Customer Service Representative.

FLSA Status: Non-exempt

HR Ordinance Status: Classified